

## **2-1-1 VIRGINIA STATEWIDE INFORMATION & REFERRAL SYSTEM BEST PRACTICES**

The 2-1-1 VIRGINIA Call Center shall provide professional information and referral services as described in the Standards for Professional Information and Referral published by the Alliance of Information and Referral Systems (AIRS).

**Requirement 1:** The Call Center must be accredited by AIRS or shall be in the process of applying to AIRS for accreditation and shall demonstrate a likelihood that their application will be approved within the next 12 months.

**Requirement 2:** The Call Center applicant shall be staffed by at least one Certified Information & Referral Specialist (CIRS) and ensure that all staff responding to call inquiries are trained in the basic skills needed to successfully execute their duties.

**Requirement 3:** The Call Center applicant shall have protocols and technology to transfer crisis calls to an agency that provides formal crisis intervention.

**Requirement 4:** The Call Center applicant shall monitor and evaluate client satisfaction and the quality of its service through appropriate follow up.

The Call Center shall be accessible by operating from 8:30 A.M. – 5:00 P.M., Monday-Friday without assessing a direct charge against callers, and demonstrating a commitment to reasonably accommodate callers with special needs.

**Requirement 1:** The Call Center applicant shall ensure the provision of 2-1-1 service during the designated days and hours, except for holidays. (Allowances and arrangements for service during peak hours can differ from off- peak time operations.)

**Requirement 2:** The Call Center applicant shall not charge inquirers for 2-1-1 service.

**Requirement 3:** The Call Center applicant shall provide barrier-free access to its service for individuals and groups who have special needs, e.g. TDD/TTY access for people who are hearing impaired and translation services for inquirers who speak languages other than English.

The Call Center shall have the tools necessary to adequately support 2-1-1 service.

**Requirement 1:** The Call Center applicant shall utilize a computerized resource database that contains accurate, detailed, and uniform information about community resources and that is indexed using the AIRS/Info Line Taxonomy.

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**Requirement 2:** The Call Center applicant shall utilize a computerized system for collecting and organizing inquirer data that provides a means for describing requests for service and identifying service gaps.

**Requirement 3:** The Call Center applicant shall monitor and evaluate the demand, accessibility and efficiency of the 2-1-1 service by using an automated call management system that is capable of measuring the following: the call volume; call abandonment rate; and average length of call.

**Requirement 4:** The Call Center shall submit data on services in their region to the 2-1-1 VIRGINIA website in the designated format.

The Call Center shall work to coordinate I&R services in their local community and throughout the State of Virginia.

**Requirement 1:** The Call Center applicant shall demonstrate knowledge of, as well as coordination with, other community information and referral providers, such as other comprehensive I&Rs, specialized I&Rs, crisis centers, 9-1-1 centers, and 3-1-1 centers, that operate in any part of the applicant's proposed 2-1-1 service area.

**Requirement 2:** The Call Center applicant shall have developed a protocol for referring callers who want to make a community spirited contribution of money, goods or services. This will include volunteer hours, agencies that coordinate volunteers and/or manage donations, money, goods or services.

**Requirement 3:** The Call Center applicant shall strive to strengthen the seamless and uniform delivery of 2-1-1 services statewide by working collaboratively with all other 2-1-1 VIRGINIA Call Centers and other I&R providers in Virginia.